SMART Service Desk
Next Generation Service Automation

OMAN ARAB BANK
successfully implements
SMART Service Desk
IT Service Management Solution

About: Oman Arab Bank

Oman Arab Bank was established on 1st October 1984, OAB's growth and success can largely be attributed to its conservative philosophy. Since its inception, OAB has followed the principles of business conservatism of the Arab Bank Plc, with a particular emphasis on providing the highest level of personalized services to its customers.

The distinguishing features of the Bank are its focus to provide personalized customer services of the highest standards, an in-depth Omani market knowledge, broad product skills, and a commitment to excellence. In addition, OAB has a particular specialization in the provision of trade finance such as export and import letter of credit.

Within the Sultanate of Oman, OAB has 37 branches/offices. The Bank has also an extensive international reach through nearly 400 branches and associates of Arab Bank Plc spread over 40 countries.

Key Benefits with SMART Service Desk

➤ Replace the manual Help desk module with automated Help desk software.

➤ Need for Unified call logging & resolution mechanism for geographically diversified locations.

➤ Improve accountability and visibility of IT & Business services and support functions.

➤ Decrease help desk response and resolution times.

➤ Improve Customer (End User) satisfaction of all the users who are located in more than 37 remote locations.

SMART Service Desk ITSM-Benefits

➤ Centrally manage all of IT service requests

➤ Plan accurate information on system Configuration

➤ Smoothly Manage Changes in your organization

➤ Increased user and customer satisfaction with IT services

➤ Improved service availability, directly leading to increased business profits

➤ Financial savings from reduced rework, lost time, improved resource mgmt

Key Solutions

Oman Arab Bank deployed SMART Service Desk to support IT Infrastructure Library® (ITIL®) best - practice methodologies & enable the company to deliver increased service desk performance , manageability & organizational alignment.

Results

➤ Reduced incident logging time to seconds all in an automated environment.

➤ Reduced phone call charges for registering tickets to the IT staff.

➤ Improved service levels by reporting service problems and immediately notifying the appropriate contact after pinpointing the problem.

➤ Determined whether the infrastructure/services is meeting service level agreements (SLAs) by measuring performance and availability against defined objectives.

➤ Automated service and request processes.

> *"SMART Service Desk ITSM Scored Highest in our evaluation, since it made ITIL simple to implement in Oman Arab Bank."*
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> *Hassan AbdulAli Al-Lawati (Deputy General Manager)*
> *(IT Head)*
> *Oman Arab Bank*
> *Sultanate of Oman*

> *"SMART Service Desk Help Desk, offered us the best multi-lingual solution in terms of value and rich functionality."*
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> *Muhammad Hassan Musleh (Senior Manager)*
> *Team Leader of Operations, Support & Quality Assurance*
> *Oman Arab Bank*

IT Service Management

System Asset & Configuration Management

Governance, Risk and Compliance

Customer Relationship Management

"Enterprise Service Desk for the price of Help Desk"

PinkVERIFY™ 2011
11 PROCESSES

INCIDENT MANAGEMENT
PROBLEM MANAGEMENT
REQUEST FULFILLMENT
CHANGE MANAGEMENT
EVENT MANAGEMENT
KNOWLEDGE MANAGEMENT
SERVICE LEVEL MANAGEMENT
SERVICE CATALOG MANAGEMENT
SERVICE PORTFOLIO MANAGEMENT
IT SERVICE CONTINUITY MANAGEMENT
SYSTEM ASSET & CONFIGURATION MANAGEMENT

2018 FrontRunners
Software Advice.

Gartner. 2017 FrontRunners
Software Advice.

BEST FUNCTIONALITY
Capterra
2017

Innovation through Simplicity... an Enterprise Service Desk

SMART Service Desk is an Enterprise level ITSM Solution developed using industry leading best practices and standards such as ITIL Framework, ISO 20000, ISO 27001, ISO 9001, AS 9001 and NIST. SMART Service Desk has key customers in number of sectors such as, Government, Banking, Insurance, Oil and Gas, Electronic Retailers, Manufacturing and Educational Institutions and is currently being used by more than 1 Million Users worldwide.

We offer SaaS solutions on Cloud and On-premise solutions that let you seamlessly manage services, customers and quality improvement programs. Available through any Web browser or mobile phones, our solutions are designed to help you shorten deployment times, reduce risks and lower costs, including support and maintenance expenses.

SMART Service Desk is Headquartered in Dallas, Texas with offices in Canada, Brazil, United Kingdom, South Africa, India and Partner Offices in Philippines, Indonesia, Saudi Arabia, Bahrain, Oman, Qatar and UAE.

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